TABLE NO: [ ]

MULTIMEDIA UNIVERSITY

STUDENT ID NO [ ][ ][ ][ ][ ][ ][ ][ ][ ][ ]

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2017/2018

PGD0015 – GROUP DYNAMICS

(All Sections / Groups)

23 OCTOBER 2017
9.00 A.M – 11.00 A.M

(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **TEN pages.**
2. Answer **ALL** questions in **Section A** and **Section B.**
3. Shade your answers on the **OMR** sheet for **Section A** and write your answers in this **question paper** for **Section B.**
4. Write down the number of questions answered in the table provided.
5. This question paper is **NOT** allowed to be taken out of the examination hall.

STUDENT ID	:	
COURSE	:	
LECTURER	:	
GROUP (IF APPLICABLE)	:	
VENUE	:	

****

QUESTION	MARKS
TOTAL	

EXAMINER AUTHORIZATION: Tick (✔) in the appropriate box.

	All written pages have been checked.
	All marks have been calculated correctly.

Examiner 1:		Signature and Date:	
Examiner 2:		Signature and Date:	

SECTION A: MULTIPLE-CHOICE QUESTIONS [20 MARKS]

Instruction: Answer **ALL** questions. Shade your answers on the **OMR** sheet.

1. Conflict tends to occur when _____.
   A. the use of power is invisible
   B. the use of power is highly visible
   C. individuals or groups are in competition
   D. an individual or a group purposely sets-out to block another from achieving its goals

2. Sidek is focused on his group goals, rather than maintaining his group members' relationship. What type of conflict management strategy would Sidek use to resolve a conflict in his group?
   A. Forcing
   B. Smoothing
   C. Withdrawing
   D. Compromising

3. Leng Lui gives priority to relationship with the group members and less importance to his performance in the group. Which conflict management strategy would he use?
   A. Forcing
   B. Smoothing
   C. Compromising
   D. Problem-solving negotiations

4. What is the best way in settling certain conflicts?
   A. Avoid the conflict.
   B. Relax and think slowly.
   C. Always apply problem-solving negotiation.
   D. Learn to use all strategies of conflict resolution accordingly.

5. Which of the following statements about conflict is true?
   A. Conflict is always bad.
   B. Conflict is always destructive.
   C. Conflict can always be avoided.
   D. Conflicts can energize and motivate group members.

Continued...

*This question paper is **CONFIDENTIAL** and may not be taken out of the room at any time.

6. Lily showed her hatred by spreading bad stories about her neighbour. Lily's behaviour is actually an action of _____ aggression.
   A. direct
   B. indirect
   C. emotional
   D. instrumental

7. Compromise usually occurs instead of problem-solving negotiation when _____.
   A. time is limited
   B. bonus points are given for compromise
   C. you think that you can win the argument
   D. no one wants to discuss the issue any longer

8. What is the importance of paraphrasing in a conflict negotiation?
   I. To improve communication by avoiding judging and evaluating
   II. To help the receiver to see the issue from the sender's perspective
   III. To acknowledge the sender what you understand from his/her words
   IV. To help the sender by giving feedback on how well you understand the messages

   A. I, II
   B. II, III
   C. II, III, IV
   D. All of the above

9. The following encourages negotiation activity, **EXCEPT** _____.
   A. empower the other person
   B. express cooperative intentions
   C. focus on wants and interests, not positions
   D. not revealing both parties' interests and fear that people take advantage on them

10. When someone is working alone, he has to work harder than those who work in groups. Those working in groups will frequently exert less effort than if they worked alone. This tendency is known as _____.
    A. social loafing
    B. social inhibition
    C. social dissonance
    D. social inconsistency

Continued...

*This question paper is **CONFIDENTIAL** and may not be taken out of the room at any time.

11. When people feel anonymous within a crowd; _____ is more likely to happen.
    A. groupthink
    B. egocentrism
    C. social loafing
    D. deindividuation

12. Student will make false decisions together if they apply _____ in their group.
    A. groupthink
    B. deindividuation
    C. social facilitation
    D. social impairment

13. Ming Ming was not sure he can do public speaking well enough and stammered while doing it in his English class. After class, he recited it perfectly alone in front of the mirror. Ming Ming's behaviour was probably demonstrating _____.
    A. social loafing
    B. social facilitation
    C. social impairment
    D. social comparison

14. Which of the following would NOT decrease groupthink?
    A. Dividing the group
    B. Adding to group size
    C. Utilizing external sources
    D. Appointing a devil's advocate

15. The contributing factors to deindividuation are all of the followings **EXCEPT** _____.
    A. group size
    B. group goals
    C. physical anonymity
    D. arousing and distracting activities

16. Sanjay is a timid person in class. But, during the class prom, Sanjay together with several other boys got 'crazy' and started to cut the rug on the dance floor. Most Sanjay's classmates were surprised at his behaviour. Sanjay is experiencing _____.
    A. groupthink
    B. social loafing
    C. individualistic
    D. deindividuation

Continued...

*This question paper is **CONFIDENTIAL** and may not be taken out of the room at any time.

17. A third party is brought in to resolve a dispute between two parties. This is known as _____.
    A. mediation
    B. smoothing
    C. arbitration
    D. compromising

18. Generating as many solutions as possible that can meet each partner's needs is known as _____.
    A. mediation
    B. arbitration
    C. negotiation
    D. brainstorming

19. In-group bias means _____.
    A. tendency to perform better when other groups are watching
    B. tendency to see other group members as similar to one's own group
    C. tendency to favour one's own group and less favourable to other groups
    D. tendency to perform worse than others due to differences in opinion among the group members

20. What is **NOT** a reason for brainstorming?
    A. Encourage divergent thinking.
    B. Get all group members to participate.
    C. Produce many different ideas in a short time.
    D. Allow group members to see who gives the best ideas.

Continued...

*This question paper is **CONFIDENTIAL** and may not be taken out of the room at any time.

SECTION B: STRUCTURED QUESTIONS [30 MARKS]

Instruction: Answer **ALL** questions in the space given below.

Question 1

a) It is important for a group to identify the roles of its members. Define role and explain why it is important in a group.

(3 marks)

b) Figure 1 below shows the performance curve, illustrating the productivity of groups. Answer the following questions based on Figure 1.

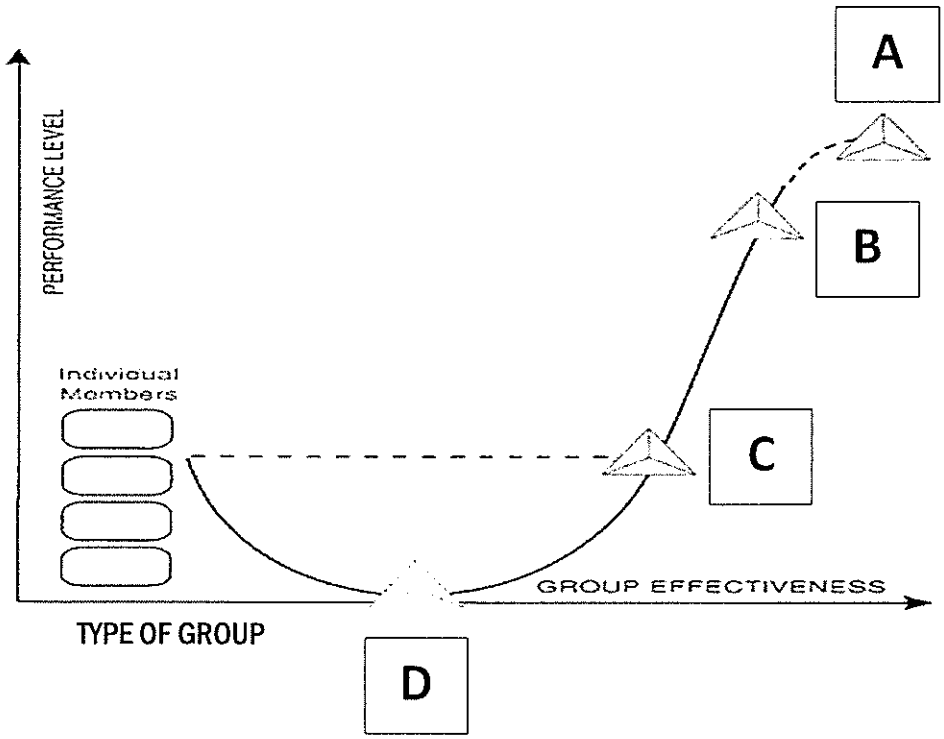

FIGURE 1

Continued...

i. Write the names of the groups stated as A, B, C and D.

(2 marks)

A		C	
B		D	

ii. Among the 4 types of group indicated above, which group members would be more productive if they were working alone. Explain why.

(2 marks)

c) Teaching methodology in higher learning institutions should include a certain percentage of experiential learning. Do you agree or disagree? Please indicate a reason in your answer.

(3 marks)

Continued...

Question 2

a) Draw the communication process model.

(4 marks)

b) In communication context, what is 'noise'?

(2 marks)

In a sender	
In a channel	

Continued...

*This question paper is **CONFIDENTIAL** and may not be taken out of the room at any time.

c) Your little sister, Hannah is having problems completing her group project with her school-mates. Advise Hannah on how she can have effective communication in her group.

(4 marks)

Continued...

*This question paper is **CONFIDENTIAL** and may not be taken out of the room at any time.

Question 3

a) "Leaders are born, not made. Great leaders are discovered, not developed". This is the Trait Theory of Leadership. What are your views about this?

(4 marks)

b) Explain 3 criteria of effective leaders.

(6 marks)

Continued...

End of paper

*This question paper is **CONFIDENTIAL** and may not be taken out of the room at any time.